

E-GOVERNMENT

Integrating Services to Citizens

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What is e-government?

- Use of information and communications technologies to radically transform how Govt. delivers services to citizens
 - transform how Government interacts with citizens
 - transform how citizens interact with Government

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Why e-govt?

- Pressure from customers/citizens
- desire to emulate best practice in private sector.
- reduce administrative costs
- better levels of service
- new kinds of services
- attract overseas investors
- control fraud

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Citizen's interactions with Public Service

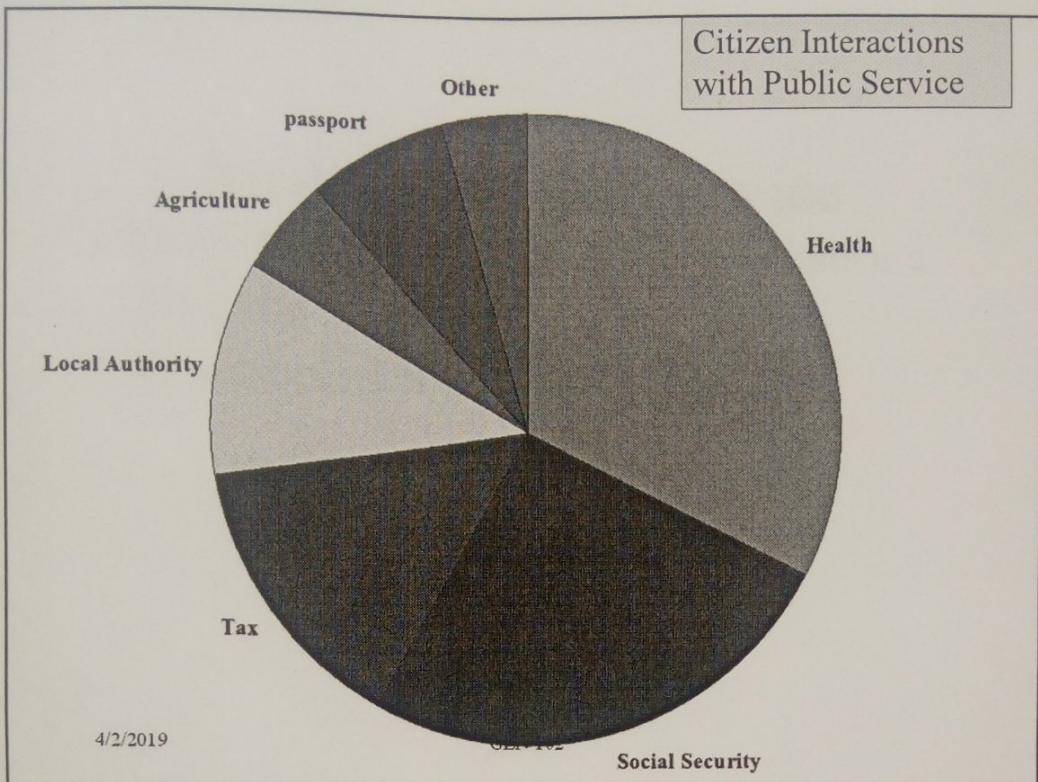
- Varies by country
- but general EU pattern
- Dominated by large service delivery agencies
- Health
- Social Security
- Tax
- Local Authorities
- Agriculture
- Passport Office
- Others

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Access Channels to Public Service

- Mail - application forms, certificates, etc
- Walk-in Offices - face to face contact
- Telephone
- Remote over network
 - web
 - kiosk
 - TV
 - mobile

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Mediated vs Self Service

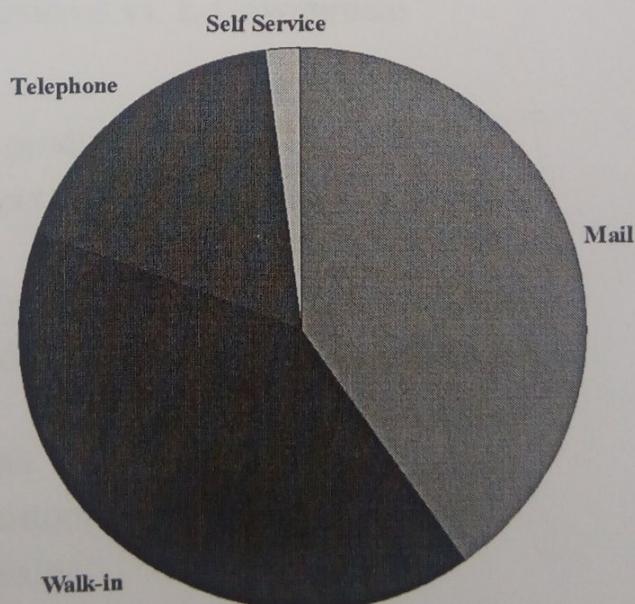
- Overwhelming majority of transactions are Mediated or Assisted
- Tiny proportion are Self Service

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Current
Public
Service
Access
Channels
- Usage



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Choice

- Citizens must continue to have a choice of access channel
- difficult to discontinue old channels
- e-channels to run in parallel as additional option
- e-channels must offer added value to attract “customers”

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E-Business vs. E-Government

Commercial

- inform about products
- identify product and price
- agreement to purchase
- secure collection of money
- deliver product
- learn about customers
- encourage loyalty

Government

- establish identity
- identify appropriate “product” or service
- establish entitlement
- collect supporting data
- authenticate data
- decide entitlement
- deliver service.

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Citizen to Government Interactions - Typical Features

- Government need to identify and authenticate citizen
 - need to establish identity of person
 - need to authenticate “facts” about person
 - e.g., citizenship, residency

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Citizen to Government Interactions - Typical Features

- Government need to establish “entitlement” of citizen to services
- based on qualifying criteria
 - income level,
 - presence of qualifying condition,
 - employment status, etc.
 - Family situation

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Citizen to Government Interactions - Typical Features

- Government need to collect additional information from citizen at point of contact
- citizen must repeat their “story” for each organisation at each point of contact
- supplementary information often needs to be corroborated by third parties

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Share Information to avoid repetition

- Public agencies should share information on citizens to eliminate need for repetition
- share only what is needed and essential for each transaction.
- Capture data once only
- agency at point of contact must act on behalf of the whole

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Citizen to Government Interactions - Typical Features

- Government Services specified in legislation
 - legal requirements of citizens and of service providers
 - universal access
 - standard service levels
 - non-discretionary

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Citizen to Government Interactions - Typical Features

- Complexity of Public Services
 - major knowledge imbalance between citizen and Government
 - citizen needs to know a lot about complex services in order to avail of them
- Major issues for self service

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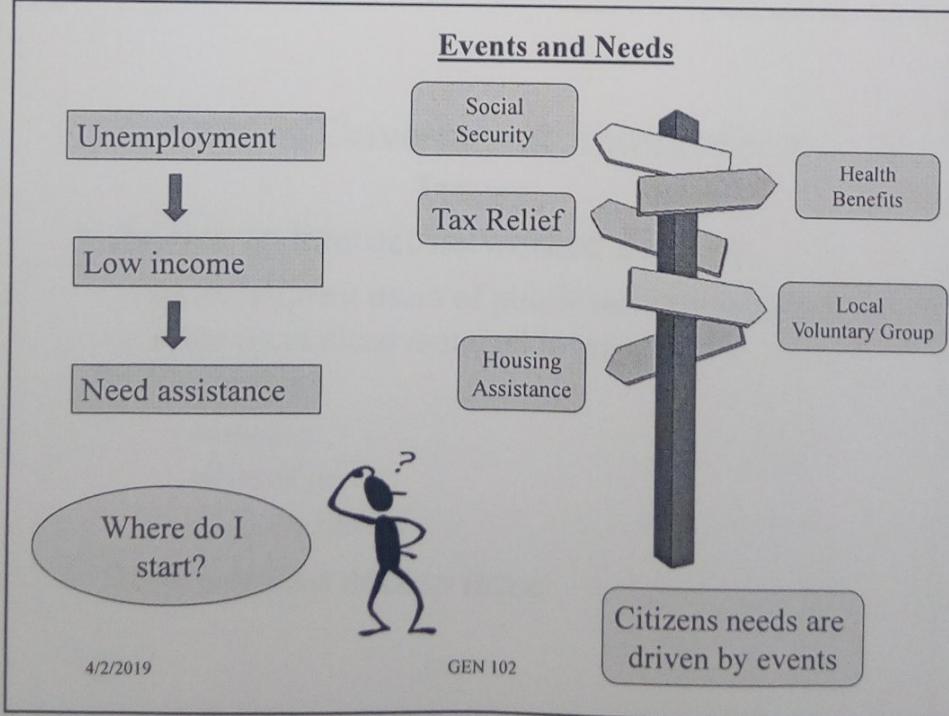
Citizen to Government Interactions - Issues

- Government Services centred on organisations, Ministries and legislation rather than on the citizen
- Result: non-integrated services
 - multi-stop shopping
 - services not grouped around likely needs of citizen

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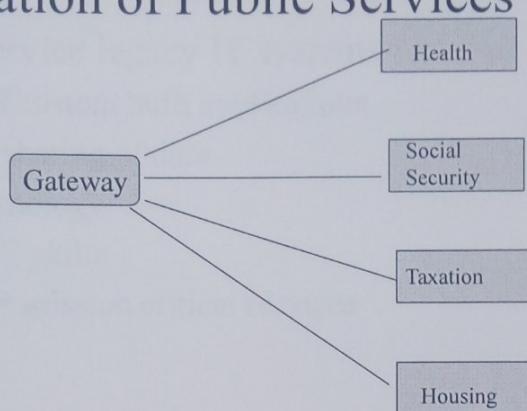
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E-Government facilitates Integration of Public Services



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Citizen to Government Interactions - Issues

- Access to internet/networked devices
 - most frequent users of public services are the often most disadvantaged in terms of :
 - income
 - education
 - self confidence
 - computer literacy
- Result: major access issue

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Citizen to Government Interactions - Issues

- Public Service legacy IT systems
 - once off custom built applications
 - limited sharing of data
 - old technology
 - scarce IT skills
 - legacy = mission critical services

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Citizen to Government Interactions - Issues

- Fears of Public Service Staff
 - “turf wars” - loss of work /status
 - range of knowledge required
- demands of 24x7 operations
- Ability of Public Service to realise savings
- ability to achieve radical transformation in business practices

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Citizen to Government Interactions - Issues

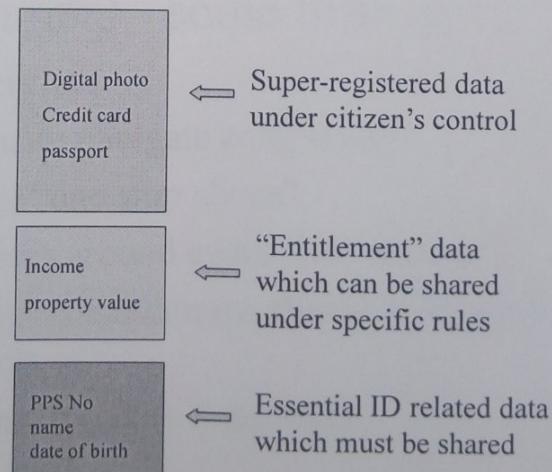
- Privacy vs. Efficiency
- Government as “Big Brother”
- Data Protection Legislation
- Public Trust a major issue
- Citizen control over personal data can build trust

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Public and Private Personal data



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E-Government - some conclusions

- may be more difficult than we might think
- complexity of Government and knowledge imbalance major problems for citizens
- citizens' access to e-services is a problem
- public trust is a major issue
- current/traditional channels likely to predominate for many years

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E-government - some principles

- Simplify services
- help citizens to navigate complexity
- build virtual “one stop shops”
- group services around events/life episodes
- cater for traditional/current channels as well as e-channels
- help citizens to access e-services

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